



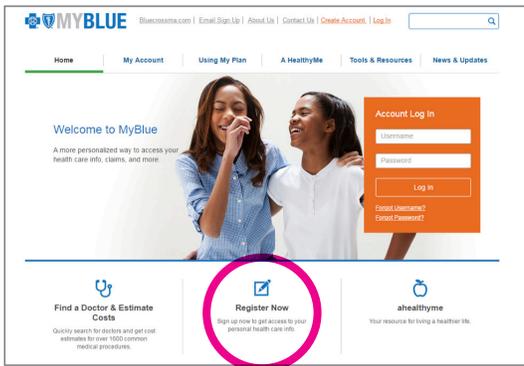
MASSACHUSETTS



Registering on MyBlue: **A How-To Guide**

Please read for important information on getting full access to your health plan information on MyBlue. To view and manage your information online, you must complete the entire MyBlue registration process, including the security step described below.

Follow the instructions below to complete your initial MyBlue registration:



Register

Click the **Register Now** button located on the MyBlue member home page.

Fill out the registration form

Enter basic information including your name, member ID, and password. When you're done, click **Next**.

A screenshot of the MyBlue Registration form, Step 1: Create Your Profile. The form is titled 'Enter Your Information:' and contains several fields: 'Member ID: Where can I find this?' (with a search icon), 'First Name (exactly as it appears on your ID card)', 'Middle Name or initial', 'Last Name', 'Date of Birth: MM/DD/YYYY', and 'Email Address:'. The form is set against a light blue background.

Security

You must complete one of these options:

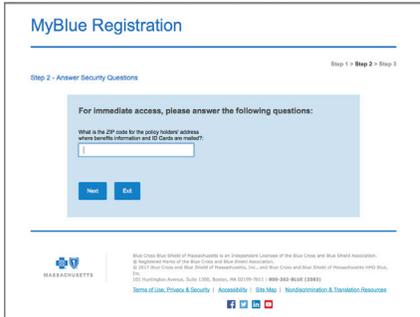
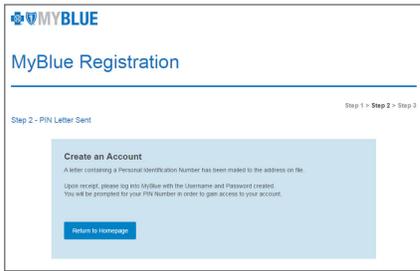
- Fill out the answers to a series of security questions to complete your registration and immediately gain full access to MyBlue.* (If you do this, it's not necessary to request and activate a PIN code.)

OR

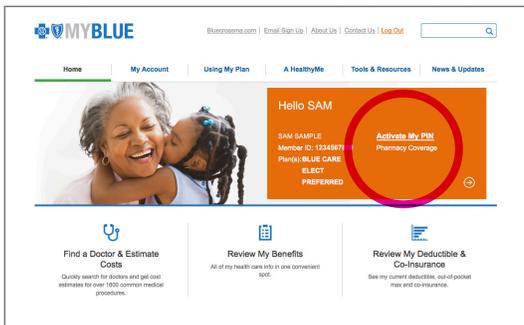
- Request a PIN code to be sent to your mailing address on file. You'll see a PIN letter notification on your screen.

A screenshot of the MyBlue Registration form, Step 1: Answer Security Questions. The form is titled 'We are committed to protecting your personal health information.' and contains two radio button options: 'Immediate Access (Recommended) 3 to 5 minutes to answer security questions' and 'Access upon receipt of Personal Identification Number US Postal delivery within a week'. A blue 'Next' button is located at the bottom left of the form.

*The security questions option is not available for members with dental-only plans. A PIN code will automatically be generated and mailed if you have a dental-only plan.



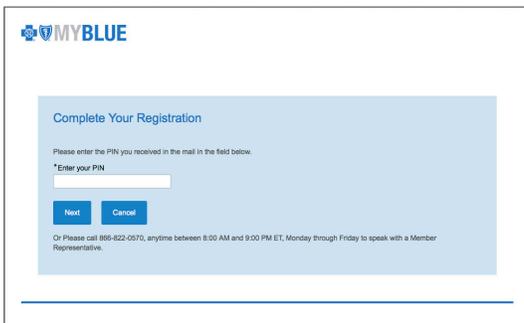
Please note: Until you complete your registration and, if necessary, activate your PIN, **you won't have full access to MyBlue.** You'll be granted interim access to some of MyBlue's tools, but you won't be able to view your Health Financial Account, claims, or prescriptions.



Activate Your PIN

When your PIN arrives, go to MyBlue and click **Activate My PIN.**

After you've entered your PIN, you'll have full access to MyBlue. If you misplace your PIN code, call **1-866-822-0570** to have the code reset.



What happens if you answer the security questions incorrectly when trying to log into MyBlue?

A PIN code will automatically be sent to your mailing address on file, and you'll see the "Activate My PIN" link on the home page (as shown above). Without this PIN, you can still log into your MyBlue account but your access will be limited to viewing your benefit information, using Find a Doctor & Estimate Costs, and a few other tools.

Nondiscrimination Notice & Translation Resources

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Services at the number on your ID Card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).